



# CITY OF HOUSTON

## Job Posting

1	<b>Applications accepted from:</b>	ALL PERSONS INTERESTED
2	<b>Job Classification</b>	CUSTOMER SERVICE REPRESENTATIVE I
3	<b>Posting Number</b>	PN# 110702
4	<b>Department</b>	Human Resources Department
5	<b>Division</b>	Benefits
6	<b>Section</b>	
7	<b>Reporting Location</b>	611 WALKER
8	<b>Workdays &amp; Hours</b>	M - F, 8 a.m. - 5 p.m.*
		*Subject to change
9	<b><u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u></b> Provide personal and telephone customer service to active and retired employees, or any other source. Process updates of benefits /eligibility transactions for active or retired employees. Liaison between retirees, pension systems, department liaisons, and healthcare vendors; provide information and problem solution. Provide accurate written communication to employees, vendors and attorney general as necessary. Research, analyze and resolve customer issues, process discrepancies for retirees, and correspond with external agencies. Process new hires and employee orientation meetings.	
10	<b><u>WORKING CONDITIONS</u></b> There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Must be able to communicate effectively orally and in writing. Must be able to use a computer to access/input information.	
11	<b><u>MINIMUM EDUCATIONAL REQUIREMENTS</u></b> Basic knowledge as might normally be acquired through attainment of a high school diploma or a GED (i.e. grammar, spelling, punctuation and simple mathematical functions.)	
12	<b><u>MINIMUM EXPERIENCE REQUIREMENTS</u></b> Six (6) months of administrative or customer service related experience is required.	
13	<b><u>MINIMUM LICENSE REQUIREMENTS</u></b> None	
14	<b><u>PREFERENCES</u></b> Preference will be given to candidates with Administrative or Customer Service/Healthcare/Employee Relations/Insurance related experience; proficiency in Microsoft Word and Excel; excellent communication skills; good mathematical ability; ability to coordinate multiple tasks. Candidate should be able to communicate with all levels of management and deal with persons from diverse backgrounds. Excellent English, grammar and composition skills for business correspondence.	
15	<b><u>SELECTION/SKILLS TEST REQUIRED</u></b> None	
16	<b><u>SAFETY IMPACT POSITION</u></b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<b><u>SALARY INFORMATION</u></b> Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is: <div>Salary Range - Pay Grade 13 \$824 - \$1154 Bi-weekly    \$21,424.00 - \$30,004 Annually</div>	
18	<b><u>OPENING DATE</u></b> May 24, 2006	
19	<b><u>CLOSING DATE</u></b> June 6, 2006	
20	<b><u>APPLICATION PROCEDURES</u></b> Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1 <sup>st</sup> floor. <b>Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 837-9211. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.</b>  An equal opportunity employer	